

STATE OF INDIANA)
) SS:
COUNTY OF MARION)

BEFORE THE INDIANA
COMMISSIONER OF INSURANCE

CAUSE NO.: 22032-AG23-0216-036

IN THE MATTER OF:

Kira Lee Walton
14605 Shower Ct.
Carmel, IN 46032

Respondent.

License Number: 3487569

Type of Agency Action: Enforcement

FILED

MAY 18, 2023

STATE OF INDIANA
DEPT. OF INSURANCE

STATEMENT OF CHARGES

The Enforcement Division of the Indiana Department of Insurance (“Department”), by counsel, Samantha Aldridge, pursuant to the Indiana Administrative Orders and Procedures Act, Indiana Code § 4-21.5 *et seq.*, files its Statement of Charges Kira Lee Walton (“Respondent”), as follows:

FACTS

1. Kira Lee Walton (“Respondent”) is a resident insurance producer, holding license #3487569 since October 17, 2019.
2. Respondent’s license is due for renewal on September 30, 2024.
3. Respondent was a Market Options Advisor for United Healthcare Insurance Company and was terminated for cause on or around March 15, 2022.
4. United Healthcare Insurance Company (“United Healthcare”) alleges Respondent was responsible for enrolling individuals without their knowledge or consent and listing herself as agent of record for enrollments that she did not facilitate.

5. United Healthcare's investigation identified thirteen (13) calls where a member called in to make a premium payment or a similar issue and Respondent added her name as the servicing agent on the accounts.
6. United Healthcare's investigation identified several inappropriate applications that were submitted by Respondent without the customer's knowledge or consent.
7. A sample of five (5) calls were reviewed between consumers and Respondent. One client declined to start coverage once she learned the premium amount from Respondent. The other four (4) call recordings contain consumers with questions regarding premium payments or similar issues. During each call, Respondent asked questions such as date of birth, height and weight, and tobacco use without having relevant reason to ask these questions. Despite none of the clients agreeing to enroll on any of the five (5) calls, Respondent submitted or converted their enrollments using her name as the agent of record on all five (5) calls.
8. Respondent's nonresident producer license was revoked in the state of Louisiana on October 24, 2022, for demonstrating lack of fitness and forgery due to her cause of termination. Respondent did not report this action to the Department until December 22, 2022.

CHARGES

COUNT I

9. Averments 1 through 7 are incorporated fully as if set forth herein.
10. Respondent's conduct, as alleged herein, constitutes using fraudulent, coercive, or dishonest practices, or demonstrating incompetence, untrustworthiness, or financial

irresponsibility in the conduct of business in Indiana or elsewhere and is cause for disciplinary action in accordance with Indiana Code § 27-1-15.6-12(b)(8) to include sanctions, fine, restitution and revocation of license.

COUNT II

11. Averments 1 through 7 are incorporated fully as if set forth herein.
12. Respondent's conduct, as alleged herein, constitutes having an insurance producer license, or its equivalent, denied, suspended, or revoked in any other state, province, district, or territory and is cause for disciplinary action in accordance with Indiana Code § 27-1-15.6-12(b)(9) to include sanctions, fine, restitution and revocation of license.

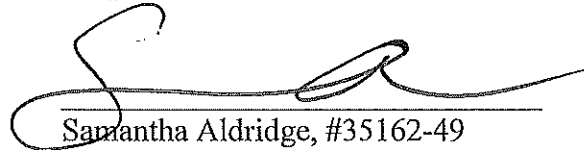
COUNT III

13. Averments 1 through 7 are incorporated fully as if set forth herein.
14. Indiana Code § 27-1-15.6-12(b)(2)(A), authorizes the Commissioner may revoke insurance producer's license for violating an insurance law.
15. Respondent's conduct, as alleged herein, constitutes not reporting to the Commissioner any administrative action taken against the producer in another jurisdiction or by another governmental agency in Indiana not more than thirty (30) days after the final disposition of the matter and is cause for disciplinary action in accordance with Indiana Code § 27-1-15.6-17(a) to include sanctions, fine, restitution and revocation of license by another governmental agency in Indiana not more than thirty (30) days after the final disposition of the matter.

WHEREFORE, the Enforcement Division of the Indiana Department of Insurance, by counsel, Samantha Aldridge, requests that the Commissioner set this matter for a hearing pursuant to Indiana Code § 4-21.5,:

1. Issue an order permanently revoking Respondent's resident insurance producer license #3487569; and
2. Grant all other relief necessary and proper in the premises.

Respectfully submitted,




Samantha Aldridge, #35162-49
Attorney, Enforcement Division

Samantha Aldridge, Attorney
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CERTIFICATE OF SERVICE

I certify that a copy of the foregoing has been served upon the following Respondent by
United States first class mail, postage prepaid, this 18 day of May, 2023.

Kira Lee Walton
14605 Shower Ct.
Carmel, IN 46032



Samantha Aldridge #35162-49
Attorney, Enforcement Division